



## Military Health System **Health Care Reengineering:**

**Be an Innovator and Create the Future!**

**Title of Initiative:** EMERGENCY MEDICINE DEPARTMENT DATABASE

**Type of Initiative:** Field Initiative

**Implementation Site(s):** Naval Medicine Center Portsmouth

**Implementation Location(s):** Portsmouth, VA

**Date Submitted:** November 2001

---

### **DESCRIPTION OF INITIATIVE**

The Emergency Medicine Department (EMD) created a database that provides Clinical Managers and Providers information about their TRICARE Prime enrollees' and active duty members' visits to the EMD. It answers the long awaited questions for providers: "*How do I know when my patients go to the ER?*" This is an effective utilization management tool alerting managers the use of the EMD TRICARE prime appointments. The EMD database empowers Primary Care Managers to determine whether their patients need follow-up, revised care plans, or redirection to utilize their TRICARE Prime appointment making ability.

### **Expected Results of Initiative:**

The EMD expects Clinic Managers and Providers to utilize this database to:

- More effectively utilize appointment availability and use.
- Revise health care plans to more effectively care for their patients' needs and prevent unnecessary EMD visits.
- Reeducate beneficiaries on how and when to utilize their TRICARE Prime appointment making abilities.
- Assist with clinical case management and research initiatives.
- Follow-up with patients who leave the EMD without being seen or completing care.



---

**POINT OF CONTACT (POC) INFORMATION**

**Primary POC:** LCDR Fawn Snow

**Job Title:** Head, Emergency Medicine Department Case Management and Injury Prevention

**Telephone:** (757) 953-1402

**Fax:** (757) 953-0821

**E-mail Address:** FRSnow@mar.med.navy.mil

---

**HCR PROGRAM CONTACT INFORMATION**

➤ **Web:** [www.tricare.osd.mil/hcr/](http://www.tricare.osd.mil/hcr/)

➤ **E-mail:** mhshcr@tma.osd.mil

➤ **Telephone:** 703/681-0084

➤ **Fax:** 703/681-7668

➤ **DSN Prefix:** 761

➤ **Mail:**

TRICARE Management Activity

MHS, HCR

ATTN: Innovations & Initiatives

5111 Leesburg Pike, Suite 810

Falls Church, VA 22041-3206